



Bay House Dental Practice

Children's Dental Membership Plan – Terms and Information

About Your Bay House Dental Membership Plan

The Bay House Dental Practice Membership Plan is designed to support preventative dental care while helping you manage the cost of routine dental visits.

Monthly payments are collected by Bay House Dental Practice via Direct Debit.

Your plan is directly with Bay House Dental Practice and cannot be transferred to another dental practice or person.

Your child's dental care will be provided at the practice where they are registered, at the intervals recommended by their dentist and according to the level of membership you have joined.

What's Included

Membership plan for 13- 17 years covers routine preventative dental care and provides additional benefits, including:

- Two dental examinations (check-ups) per year
- One hygiene appointments per year
- Routine X-rays where clinically required
- 15% discount on eligible dental treatments

Membership plan for 6-12 years covers routine preventative dental care and provides additional benefits, including:

- Two dental examinations (check-ups) per year
- Routine X-rays where clinically required
- 20% discount on eligible dental treatments

All treatment is provided at the clinical discretion of your dentist.

Fees and Payments

- Monthly payments must be made by Direct Debit.
- Direct Debits are collected on the 1st of each month.
- If a payment fails, a second attempt will be made around the 20th of the same month.
- Membership of the plan normally begins once the first month's payment has been successfully collected, unless otherwise agreed by the practice.
- The practice may review plan fees once per year.
- If fees change, at least 10 days' notice will be given, though usually one month's notice is provided.

If two consecutive payments are missed, your child's membership plan may be cancelled.

Your Responsibilities

You are responsible for keeping any appointments you make with us. If an appointment is missed without notice, a 'missed appointment' fee may be charged.

You must also make sure your child attends the practice for their regular check-ups, follows the treatment recommended by their dentist, and that you let us know promptly about any injuries, concerns, or changes that could affect their oral health. If these steps aren't followed, you may be charged a reasonable fee for any treatment needed to restore their oral health that could otherwise have been avoided.

If, in your dentist's reasonable opinion, they are unable to maintain your child's oral health because of something you have done or not done, we may end the contract immediately by giving notice.

Complaints

If you have any concerns about the care or service you have received, please contact the practice so we can help resolve the issue.

For complaints, please follow the practice complaints procedure or contact us at:

Contact@bayhousedentalpractice.co.uk